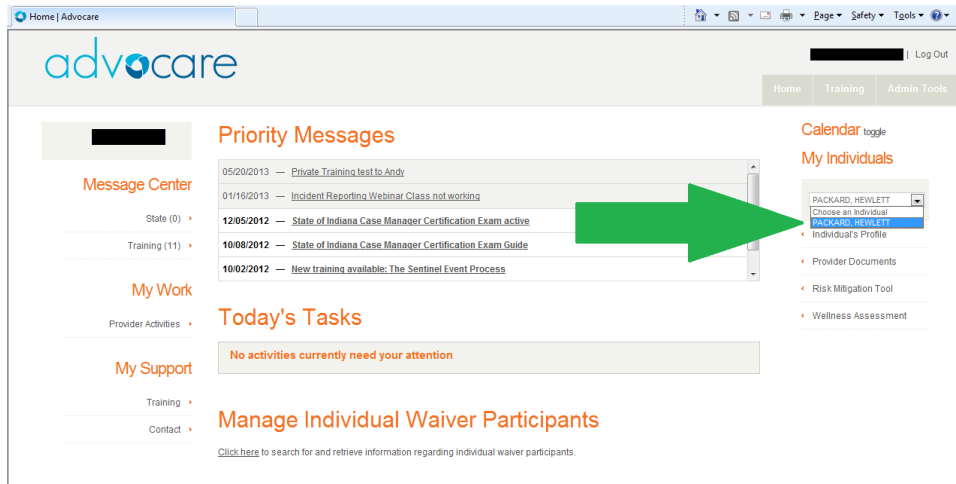


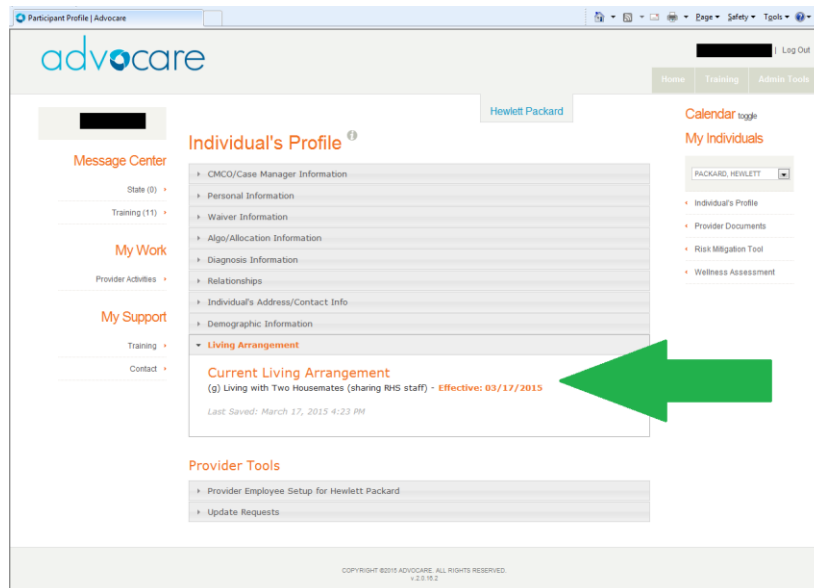
Living Arrangement Verification via Provider in Advocare System

In order to have the most accurate information in the system BDDS requires that Case Managers review and update the Living Arrangement of all individuals on the Community Integration and Habilitation Waiver in the Advocare system.

Providers who are listed on a current Notice of Action can view the individual's current Living Arrangement in Advocare by navigating to the Individuals Profile and choosing the "Living Arrangement" tab.



Choose the “Living Arrangement” tab:



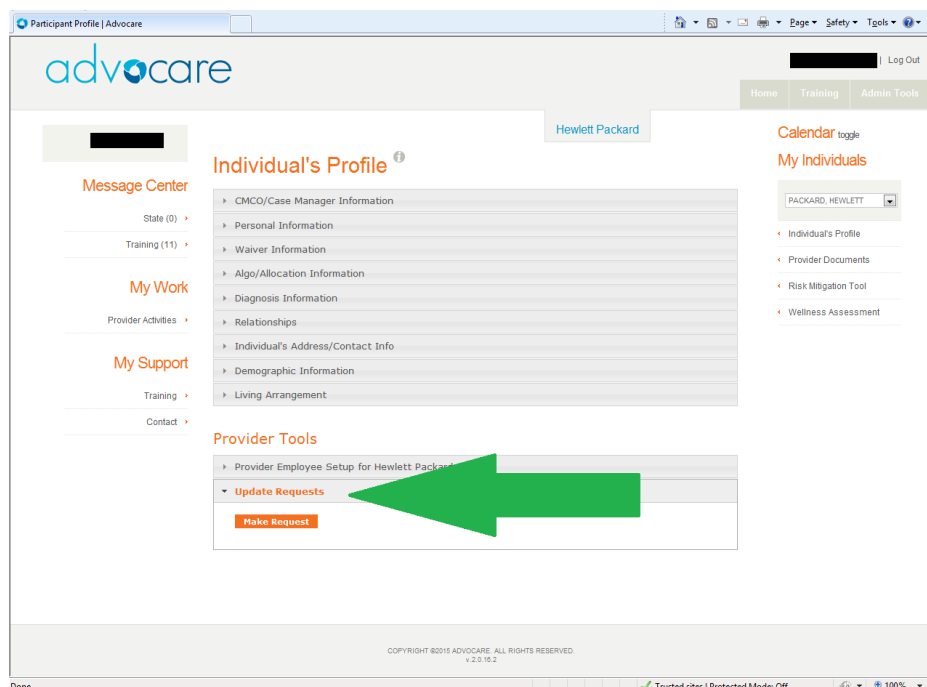
Review the listed current Living Arrangement and Effective Date. Listed below are all of the available Living Arrangement options:

- Living in Family Home (No shared RHS staff)
Individuals living in a family home, not sharing staff and not available for housemates.
- Living in Foster Home (AFC service)
Individuals living in an approved Structured Family Caregiving (SFC) setting
- Living with Non-RHS sharing Roommate[s] (Not family)
Individuals living with housemates with whom they do NOT share staff
- Living with minors only
Individuals not sharing staffing and living with minors. They ARE NOT available for housemates.
- Living with caregiver (special consideration/BRQ needed)
Individuals currently living only with a caregiver. BDDS approval required.
- Living Alone (Own Home or Apartment)
Individuals currently living alone who ARE NOT available for housemates
- Living Alone (Not Own Home or Apartment)
Individuals currently living alone who ARE available for housemates
- Living with One Housemates (sharing RHS staff)
Individuals sharing staffing with one housemates
- Living with Two Housemates (sharing RHS staff)
Individuals sharing staffing with two housemates
- Living with Three Housemates (sharing RHS staff)
Individuals sharing staffing with three housemates
- Living in Institutional Setting (Initials only)
Individuals are currently living in an institutional setting
- Not Known at this Time (Initials only)

- Living situation has not yet been determined for new individuals coming onto the waiver*
- Living with Four Housemates (sharing RHS staff)
Individuals sharing staffing with four housemates
 - Living with Five Housemates (sharing RHS staff)
Individuals sharing staffing with five housemates
 - Living with Six Housemates (sharing RHS staff)
Individuals sharing staffing with six housemates
 - Living with Seven Housemates (sharing RHS staff)
Individuals sharing staffing with seven housemates

Upon viewing this information, a provider may note that a correction is needed to the Living Arrangement within the 'Individual's Profile' area. A provider may submit a change request to the case manager currently supporting that individual via Advocare as instructed below.

First, after reviewing the Living Arrangement and determining a change is appropriate, click on the "Update Requests" tab under the Provider Tools heading.



Click on “Make Request” and the “Request Changes” box should open.

The screenshot shows the 'Participant Profile | Advocate' web application. On the left, there is a sidebar with navigation links: 'State (0)', 'Training (11)', 'My Work', 'Provider Activities', 'My Support', 'Training', and 'Contact'. The main content area is divided into two columns. The left column lists profile sections: 'Personal Information', 'Waiver Information', 'Algo/Allocation Information', 'Diagnosis Information', 'Relationships', 'Individual's Address/Contact Info', 'Demographic Information', and 'Living Arrangement'. The right column contains links: 'Individual's Profile', 'Provider Documents', 'Risk Mitigation Tool', and 'Wellness Assessment'. Below these is the 'Provider Tools' section, which includes 'Provider Employee Setup for Hewlett Packard' and a collapsed 'Update Requests' section. The 'Update Requests' section is expanded, showing a 'Request Changes' form. The form has a title 'Request Changes' and a message: 'If you believe any of the information in the profile above is incorrect, please use the form below to make a change request:'. It contains a 'Section:' dropdown menu with 'Select' as the current value, and a 'Change Request:' text area. At the bottom of the form are three buttons: 'Reset', 'Send', and 'Cancel Edits'. The footer of the application states 'COPYRIGHT ©2015 ADVOCARE. ALL RIGHTS RESERVED. v 2.0.10.2'.

Choose “Living Arrangement” from the dropdown box:

This screenshot is similar to the previous one, but the 'Section:' dropdown menu in the 'Request Changes' form is open, showing a list of options. The options are: 'Select', 'Personal Information', 'Waiver Information', 'Algo/Allocation Information', 'Diagnosis Information', 'Relationships', 'Individual's Address/Contact Info', 'Demographic Information', and 'Living Arrangement'. The 'Living Arrangement' option is highlighted in blue. A large green arrow points to the 'Living Arrangement' option. The rest of the interface, including the sidebar and the 'Update Requests' section, remains the same as in the previous screenshot. The footer also states 'COPYRIGHT ©2015 ADVOCARE. ALL RIGHTS RESERVED. v 2.0.10.2'.

You can then enter the change being requested for this individual. Please indicate what the Living Arrangement should be and the Effective Date of this new arrangement in the text box. If an effective date is not indicated, it will be entered into the system as the day the Update Request was submitted. Once you have entered this information, click “Send”.

The screenshot shows the 'Request Changes' form within the 'Update Requests' section of the 'Participant Profile | Advocare' interface. The form is titled 'Request Changes' and contains the following elements:

- A message: 'If you believe any of the information in the profile above is incorrect, please use the form below to make a change request:'
- A 'Section:' dropdown menu with 'Living Arrangement' selected.
- A 'Change Request:' text area containing the text: 'Please update the living arrangement to "Living with..."'. A large green arrow points to the 'Send' button.
- Two buttons: 'Reset' and 'Send'.

At the bottom of the page, the copyright notice reads: 'COPYRIGHT ©2015 ADVOCARE. ALL RIGHTS RESERVED. V.2.0.19.2'.

After saving, the Advocare system will submit your request to the individual’s case manager for review and action.

The screenshot shows the 'Individual's Profile' page in the Advocare system. The page features the 'advocare' logo and a 'Log Out' button. The main content area is titled 'Individual's Profile' and includes a 'SAVING...' status bar with a progress indicator. The page is divided into several sections:

- Message Center:** Includes links for 'State (0)' and 'Training (11)'.
- My Work:** Includes a link for 'Provider Activities'.
- My Support:** Includes links for 'Training' and 'Contact'.
- Individual's Profile:** A list of tabs for 'CMCO/Case Manager Information', 'Personal Information', 'Waiver Information', 'Algo/Allocation Information', 'Diagnosis Information', 'Relationships', 'Individual's Address/Contact Info', 'Demographic Information', and 'Living Arrangement'.
- Provider Tools:** Includes a link for 'Provider Employee Setup for Hewlett Packard'.
- Update Requests:** A section for submitting update requests.
- Calendar:** A toggle for the calendar.
- My Individuals:** A section for managing individuals, with a dropdown menu showing 'PACKARD, HEWLETT'.

All Update Requests can be viewed under the “Update Requests” tab.

The screenshot shows the 'Individual's Profile' page. On the left is a sidebar with sections: Message Center (State (0), Training (11)), My Work (Provider Activities), and My Support (Training, Contact). The main content area is titled 'Individual's Profile' and contains a list of information sections: CMCO/Case Manager Information, Personal Information, Waiver Information, Algo/Allocation Information, Diagnosis Information, Relationships, Individual's Address/Contact Info, Demographic Information, and Living Arrangement. Below this is the 'Provider Tools' section, which includes 'Provider Employee Setup for Hewlett Packard' and a highlighted 'Update Requests' tab. A large green arrow points to this tab. Under 'Update Requests', there is a 'Current Requests' table with columns: Request Date, Section, Details, Status, and Remove. The table contains one entry: Request Date 03-24-2015 03:03:14 PM, Section Living Arrangement, Details Request Please update the living arrangement to *Living with..., Status Open, and a Remove button (X). Below the table is a 'Make Request' button. On the right side of the page is a 'My Individuals' section with a dropdown menu set to 'PACKARD, HEWLETT' and a list of links: Individual's Profile, Provider Documents, Risk Mitigation Tool, and Wellness Assessment. The footer contains copyright information: COPYRIGHT ©2015 ADVOCARE, ALL RIGHTS RESERVED. v 2.0.10.2.

Request Date	Section	Details	Status	Remove
03-24-2015 03:03:14 PM	Living Arrangement	Request Please update the living arrangement to *Living with...	Open	X

Additional changes can be requested using the “Make Request” button and following the above procedure for submitting the request to the Case Manager.

This screenshot is identical to the one above, showing the 'Individual's Profile' page. However, a large green arrow points to the 'Make Request' button located below the 'Current Requests' table. The rest of the page content, including the sidebar, main profile sections, and the 'Update Requests' tab, remains the same.

If you would like to remove a request, for instance if the wrong information was submitted and the request needs correction, click the “X” button to next to the listed request to remove it. You will then need to submit a new request with the correct information.

The screenshot shows the 'Individual's Profile' page in the Advocare system. On the left is a sidebar with navigation links: Message Center, My Work, and My Support. The main content area is titled 'Individual's Profile' and contains sections for 'Provider Tools' and 'Current Requests'. The 'Current Requests' section displays a table with the following data:

Request Date	Section	Details	Status	Remove
03-24-2015 03:03:14 PM	Living Arrangement	Request Please update the living arrangement to "Living with..."	Open	X

A green arrow points to the 'X' button in the 'Remove' column. Below the table is a 'Make Request' button. The footer of the page reads: 'COPYRIGHT ©2015 ADVOCARE. ALL RIGHTS RESERVED. v.2.0.10.2'.

If at any time during this process you encounter difficulties, you can submit an Advocare Assist ticket for help. Click “Contact” on the left side bar.

This screenshot shows the same 'Individual's Profile' page, but with a green arrow pointing to the 'Contact' link in the left sidebar. The sidebar also includes links for 'Training' and 'Admin Tools'. The main content area remains the same, showing the 'Current Requests' table and 'Provider Tools' section. The footer is identical to the previous screenshot: 'COPYRIGHT ©2015 ADVOCARE. ALL RIGHTS RESERVED. v.2.0.10.2'. At the bottom of the browser window, a status bar indicates 'Trusted sites | Protected Mode: Off' and a zoom level of '100%'.

This will open the ticket submission form. Complete this form and click “Send”. If you request follow up, the appropriate individual will contact you to address your concern.

The screenshot shows a web browser window with the URL "Contact | Advocare". The page features the Advocare logo and a navigation bar with links for Home, Training, and Admin Tools. A user is logged in, as indicated by a "Log Out" link. The main content area is titled "Contact" and includes a "Please Complete Form" section. This section contains fields for "Your Name", "Your Email" (with a dropdown menu showing "sfssa.n.gov"), "Subject" (with a dropdown menu showing "General Comment", "Report Website Issue", "Training", and "Other"), and a "Comment" text area. Below these fields is a "Reply Requested" checkbox with the text "Yes, I'd like someone to contact me." and a "Send" button. A note at the bottom of the form states: "Contact form should be limited to technical support, training, or password issues. Contact the case manager directly for all other support subjects." The left sidebar contains links for "Message Center", "My Work", and "My Support". The right sidebar contains links for "Calendar", "My Individuals", and a list of links including "Individual's Profile", "Provider Documents", "Risk Mitigation Tool", and "Wellness Assessment". The footer includes copyright information: "COPYRIGHT ©2015 ADVOCARE. ALL RIGHTS RESERVED. v.2.0.10.2".

advocare

Home Training Admin Tools

Log Out

Calendar toggle

My Individuals

PACKARD, HEWLETT

Individual's Profile

Provider Documents

Risk Mitigation Tool

Wellness Assessment

Contact

Please Complete Form

Your Name: [Redacted]

Your Email: [Redacted] sfssa.n.gov

Subject: General Comment

Comment: [Redacted]

In order to support Advocare's culture of HIPAA compliance, please ensure that Social Security numbers and other personal protected information is not forwarded throughout email. Supplying the individual's HIPAA name is sufficient for our purposes.

Reply Requested: ☐ Yes, I'd like someone to contact me.

Required Fields

Send

Contact form should be limited to technical support, training, or password issues. Contact the case manager directly for all other support subjects.

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Done

Trusted sites | Protected Mode: Off

100%